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	Primary or First Line Business Service (1FB), Item # 37: This item relates to a 'border community" between Minnesota and South Dakota, where QC provides 1FB service from a switch/wire center in Ortonville, MN identified to a small community, Big Stone City, South Dakota. The 1FB rate for Big Stone, including the mandatory EAS additive is \$35.33 as reflected in the rate table and in E&Y's Attachment A-6 is correct. This combined rate is the same as the applicable Minnesota rate for the Ortonville exchange which has the same local calling area. The existing SD tariff contains the 1FB rate for Big Stone, but not the EAS additive. The SD catalog will be revised to also show the EAS additive of \$.72.
	Primary or First Line Business Service (1FB), Item # 39: This rate table price applies to service in Cohasset, MN (NPA/CO 1328) which has the same 1FB "outstate" rate of \$34.61 and same mandatory EAS additive (\$1.58) as Grand Rapids for a total 1FB price of \$36.19. A MN tariff filing will be made to more clearly reflect that the EAS additive applies to Cohasset, which has the same local calling area as Grand Rapids.
	Primary or First Line Business Service (1FB), Item # 46: The rate table price of \$38.05 for Eveleth, MN (NPA/CO 1744) is correct. It uses the same rate as Virginia, MN (composed of a \$34.61 base rate plus mandatory \$3.44 EAS additive). The MN exchange tariff shows that Eveleth and Virginia, MN have the same rates. See Qwest A-6 Attachment for Item 46.
	Primary or First Line Business Service (1FB), Item # 64: This rate applies to a limited number of retail customers located in Wisconsin who are served from the Duluth, Minnesota wire

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	center. Because of the small number of customers no rate table exists and rates are input manually at the time service is ordered. There is only one account that purchases 1FB service. QC is reviewing all customer records (16 accounts) for rate verification or corrections if necessary.
	Primary or First Line Business Service (1FB), Item #s 82, 84 and 86: Like numerous exchanges in other QC states, not every QC exchange in North Dakota, has an NPA/CO code. In these cases the rate tables are constructed to go to a default rate. Each of these items reflect the applicable North Dakota 1FB default rate in each rate group. In North Dakota these are: Rate Group 1-Mayville with a 1FB rate of \$26.05; Rate Group 2-Grand Forks with a 1FB rate of \$30.16; and Rate Group 3-Fargo with a 1FB rate of \$32.75. The associated ND tariffs for each of these exchanges is attached as Q Attachment A-6, Items 82, 84 and 86. The attached tariff pages reflect the same rates as E&Y shows from the rate table.
	Primary or First Line Business Service (1FB), Item #s 83 and 85: These two rate table prices relate to 1FB service in Mandan (NPA/CO F663) and Kindred (NPA/CO F428). E&Y did not locate the exchange name to relate to the NPA/CO information. The 1FB tariff rates for Mandan and Kindred (\$29.01 and \$38.45 respectively) match the E&Y rate table prices. See Q Attachments A-6 for Items 83 and 85 for the applicable North Dakota tariff pages.
	Primary or First Line Business Service (1FB), Item #s 87-90: These four items all relate to three South Dakota exchanges that

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	were part of a planned sale to a small independent company which was not finalized. As a result these continue to be QC local exchanges. In the tariff the associated rates are reflected as "Rate Groups B and D" however, when the QC rate tables were revised in anticipation of the sale to separate these rates from others, these exchanges were labeled as Rate Groups 1 and 2 rather than B and D. See Q Attachment A-6 for items 87-90.
	Private Line Channel Mileage (JZ3PD), Item #s 102-105 and 107: The posted contract for ISDN service provided to QCC refers to the tariff for other related services including this mileage component. However, Qwest found that this mileage charge was not included in tariffs/catalogs in CO, ID, MT, NM and SD. Therefore, Qwest has now included these rates for JZ3PD in an amendment to the ISDN contract which has been posted on the 272 website.
	Private Line Channel Mileage (JZ3PD), Item #s 106 and 108: The rate on Qwest's rate table for this mileage charge in OR and WA was incorrect and did not match the tariffs. QCC and non-affiliated customers were affected. QC has corrected the rate table and billing for all affected accounts and has issued refunds in accordance with QC billing policies.
	Centrex Station Line (RSX) Item #s 109-112: These services were provided under contracts in CO, UT and WA that have expired but were continuing to bill. QC has posted a work order to the 272 website with these rates. Since the contracts have expired the contract rates have been terminated, and QC is now billing the service on a month to

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	month basis per the tariffs/catalogs. ISDN Primary Rate Service (Z4D) Item #s 113 and 114: With further investigation QC determined that the CO and ID accounts billing the rate of \$1,150 were incorrectly labeled in the CRIS billing system and are actually accounts for Qwest Services Corp. (QSC) rather than QCC. Corrections have been made to show that these accounts are for QC services provided to QSC. The billing rates are consistent with QC billing to non-affiliated customers.
Noted that four of the 13 services were billed under agreements to both the Section 272 Affiliates and nonaffiliates. For rate table rates for the four services billed under agreements, BC&I, JZ3PD, RSX and Z4D, compared the rate table rates used to bill to the Section 272 affiliates to the rate table rates used to bill nonaffiliates. Noted the following: • For BC&I, compared Section 272 Affiliates' rates to 243 nonaffiliate rates. Noted that 20 of the 243 nonaffiliate rates (8.2%) were greater than the Section 272 Affiliates' rates. • For JZ3PD, RSX and Z4D, compared Section 272 Affiliates' rates to 170,866 nonaffiliate rates. Noted that 11,739 of the 170,866 nonaffiliate rates (6.9%)	QC Billing, Collections & Invoice (BCI) services; ISDN service and the related 4 wire loop with DS1 interface USOC Z4D; private line service and the related mileage USOC JZ3PD; and Centrex 21 with central office features and the related USOC RSX, are all made generally available pursuant to tariffs or contracts that contain volume and term discount prices. These services are available to other QC customers using the same processes for negotiation and under the same terms and conditions. Prices can and do vary due to market conditions at the time of the contract negotiations, the time-length of the agreement, the volume of services being purchased and the contract service commitments. For example the monthly rate associated with a USOC will be higher than the same USOC rate with a twelve month purchase commitment. Different rates for the same USOC may also occur based on the date of purchase since some prices change over time. The differences noted by E&Y are not an indication of price discrimination.

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were greater than the Section 272 Affiliates' rates.	
ctive VII: Procedure 4. b:	
 b. For the three months selected in procedure a. above, obtained a listing of the transactions billed to the Section 272 Affiliates for each of the 13 services listed in Table 4. Randomly selected 10 transactions per service for a total of 130 billed transactions. For the 130 transactions selected, tested for the proper application of the rate tables in effect at the time of the transaction, including all applicable discounts, surcharges and late fees. Compared the rates used to calculate the billed transaction to the corresponding rates on the rate tables. For the 130 billing transactions, noted the following: For two of the 130 transactions, the rate charged did not agree with the rate per the applicable rate table. For one of the 130 transactions, the rate was not applied to all the units on the transaction. For 127 of the 130 transactions, the rates charged agreed with rates from the applicable rate tables. For the 130 billing transactions, obtained documentation that the Qwest BOC recorded the transaction as revenue and recorded the payment for the transaction. Also obtained documentation that the Section 272 Affiliates expensed the transaction and that the same amount was paid by the Section 272 Affiliates. No differences were noted. 	As noted by E&Y, for 127 of the 130 tested transactions the rates charged agreed with rates from the applicable rate tables. The two transactions described in E&Y's first bullet both involve rates for a service that are manually entered in the QC billing system and that do not appear on a rate table. Therefore the rates on the table were not incorrect; rather it is that the rate table does not contain any entries for that class of service/state/USOC because the rate table is not used for billing those services. The rates as entered in the billing system are tariffed and are generally available to non-affiliated customer on the same terms and conditions. The second bullet relates to a transaction where QC recording reflect the billing of three units with only one unit being billed the full monthly rate. The customer has a single service, but due to the bill date the customer bill reflects three charges composed of two fractional units of one day each plus the normal monthly charge. The two additional unit charges were prorated fractional charges (two days of service).

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Objective VII: Procedure 7. a & b:

- 7. Obtained a complete listing as of June 30, 2005, of all Qwest BOC call centers. From the listing, with Qwest's assistance, compiled a list of Qwest BOC call centers responding to inbound callers requesting to establish new local telephone service or to move an existing residential local telephone service within the BOC in-region territory.
 - a. Selected all seven Consumer call centers and all three Business call centers from the list of 10 call centers ... that routinely responded to requests for new or moved service. At each selected call center, attempted to listen in to at least 10 calls from callers requesting to establish new local telephone service or to move an existing local telephone service....Out of 540 calls observed, determined that in 111 calls³ the customer requested new or moved service, the Qwest BOC marketed long distance service and the Qwest BOC was required to inform the customer of their right to choose long distance providers. For the 111 calls, noted the following:
 - For 91 calls, the customer service representative marketed Qwest long distance service and informed the customer of other providers of intraLATA and/or interLATA services and informed the customer of other long distance providers and of their right to make the selection.
 - For seven calls, the customer service representative

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Qwest's Sales organization has in place comprehensive compliance controls designed around call center scripting requirements for new and transfer orders for local service. The Qwest controls in place for Consumer and Small Business Consultants at the time of E&Y's testing and continuing through the date of these comments include:

- Initial training conducted upon hire for all Sales Consultants.
- The main order entry system used by Sales Consultants contains an automatic reminder of the section 272 scripting requirement.
- Sales coaches regularly observe consultants remotely as well as desk-side to help assure compliance with 272 scripting requirements. Upon a noted deficiency, the coach re-trains and reviews the 272 scripting requirements.
- Random Remote Observers/Qwest Quality Assurance Team members observe Qwest mass-market sales employees on a monthly basis for adherence to 272 scripting requirement on applicable orders.
- Monthly newsletters sent electronically from Regulatory Compliance feature tips to Sales

³ Observed at least nine calls for new or move service at each of the 10 selected call centers in which the Qwest BOC marketed Qwest long distance service.

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marketed Qwest long distance service, but the customer interrupted or immediately refused all long distance service before the customer service representative informed the customer of their right to choose a long distance provider.

- For 13 calls, the customer service representative marketed Qwest long distance service but did not inform the customer of their right to choose a long distance provider.
- b. From the listing of 13 call centers...that incidentally responded to inbound callers requesting to establish new local telephone service or to move an existing local telephone service (such as sales and service centers that usually receive customer inquiries from existing customers),... Listened in on a total of 100 calls, 20 calls per center. In the 100 calls observed, six calls were requests for new or moved service. For the six calls noted the following:
 - For three calls, the customer representative marketed Qwest long distance service and informed the customer of other providers of intraLATA and/or interLATA services and informed the customer of other long distance providers and of their right to make the selection.
 - For two calls, the customer representative marketed Qwest long distance service, but the customer interrupted or immediately refused all long distance

Qwest Response

Consultants on providing the required 272 scripting.

 All scripts used by telemarketing vendors in sales are reviewed by Qwest Regulatory Compliance Representatives to assure proper 272 scripting on new and transfer orders.

In addition, Qwest has recently implemented the following additional controls and performance management tools.

- Tracking and reporting of Sales Consultant 272 results by the Quality Assurance group has been automated to include immediate e-mail notification to each Sales Consultant's coach to aid performance management.
- Performance management is tracked via a Regulatory Compliance feedback loop tool.
- Results reporting to Mass-markets leadership is timely and consistent as part of continuous improvement efforts.
- "Coach Huddles" with 272 scripting refresher training have been conducted with each sales team in Massmarkets during the first quarter of 2006.

While Qwest's Sale Consultants did not deliver the required equal access scripting on every call, the audit results and Qwest's own internal measures of performance reflect significant improvement from the prior audit. Results from that audit indicated that on approximately 83% of the subject in-

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service before the representative informed the customer of their right to choose a long distance provider.

For one call, the customer representative marketed Qwest long distance service but did not inform the customer of their right to choose a long distance provider.

Qwest Response

bound calls the equal access script was followed. The current audit reflects an overall performance improvement to approximately 88% based on a relatively small sample (117) of in-bound local service new order and service transfer calls. Qwest's Quality Assurance Team monitors on a monthly basis a much larger base of calls. That monitoring which Qwest believes is likely more accurate because it is based on a much larger sample (nearly 9000 calls), indicates that for the first four months of 2006 the required equal access scripting was followed on approximately 90.7% of the inbound calls that resulted in new local service orders or orders to transfer local service to a new location.

Objective VII: Procedure 7. c:

- c. Accessed the Qwest Internet site, www.qwest.com, for residential on-line ordering of long distance service. Walked through the steps a residential customer must take to order long distance service from the Section 272 Affiliates. Observed that the customer is informed of the right to select the interLATA services provider of his/her choice, and of the existence and/or list of other interLATA service providers. Noted that the steps for on-line ordering are as follows:
 - 1. Customer selects state
 - 2. Customer selects product plan
 - 3. Customer selects residential service
 - 4. Screen displays process overview to customer
 - 5. Customer enters his name and service address

Qwest has further reviewed its on-line order process for new or transferred local service requests. Qwest is in the process of revising the on-line screens. In the future customers choosing a Qwest package that includes Qwest long distance service, will see a pop-up screen with an 'equal access disclosure' similar to the following: when they move to the next screen and prior to being able to purchase the package.

Qwest wants you to know that you have a choice in regional long-distance providers and local long-distance providers, and we will be glad to supply you with a list of available carriers. However, by selecting this option, you have chosen Qwest Long Distance as your regional long-distance provider and as your local-long distance provider. If you want Qwest Long Distance as your regional long-distance provider and your local long-

Section	272 Audit Report	Qwest Response
service info any interL customer a choices "b" online orde his right to	Customer selects products and services Qwest offers 4 choices. a) "Qwest Choice Home" with "Qwest Choice Unlimited Long Distance" b) "Qwest Choice Home" with "Qwest DSL Deluxe with MSN Premium" c) "Qwest Choice Home" with "Qwest Choice Unlimited Long Distance" with "Qwest DSL Deluxe with MSN Premium" d) "View all of our Services" Customer selects local phone number Customer selects features associated with local service Customer selects local toll service carrier and long distance carrier Customer reviews order Customer reviews order Customer selects installation date Customer submits order Qwest's online ordering process for residential rms the customer of his or her right to choose ATA services provider and provides the list of such choices if the customer selects or "d" above in Step 7. Noted that Qwest's ring process does not inform the customer of choose any interLATA service provider if the lects a Qwest bundled package (choices "a" or ep 7 above).	distance provider, click [OK]. Click [Cancel] and select View All of Our Services to create another communications solution.

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Noted that Qwest does not offer on-line ordering for new or move business service.	
Objective VII: Procedure 10:	· · · · · · · · · · · · · · · · · · ·
 10. Obtained and reviewed a copy of the contract documents between the Qwest BOC and the following third-party contractors that provided inbound telemarketing: Focus Communications, Inc.; TCIM Services, Inc.; NuComm International; and Center Partners. Documented the following controls included in the third party contract documents related to section 272: Training – require the third party calling center to train all employees on using the appropriate Qwest-provided call scripts. Performance Management Requirements - makes the third party calling centers responsible for tracking and management of representatives' performance to standards as set forth in the contract and for ensuring that programs are managed and monitored daily. Supplier Systems – third party calling centers must use Qwest's online scripting tools and provide the ability to adjust scripts on-line. (This control was not listed in the Center Partners contract documents) Adherence to Scripts – require third party call centers to strictly adhere to scripts provided by Qwest. (This control was not listed in the Center Partners contract documents) Monitoring Requirements - allows Qwest to monitor third 	The contract E&Y references with Center Partners covers customer care functions which generally do not include order taking for new or transferred local service and therefore the standard QC "equal access scripting" language was not included in that contract. This contract has expired and is being renegotiated and any new contract will likely include that language for consistency.
party call centers' representatives. Required Use of Sales Recording - require third party call	

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centers to digitally record, retain and review all sales	
acceptances. (This control was not listed in the Center Partners contract documents)	
Fariners contract documents)	
	•
Objective IX: Procedure 2 a	
2 Randomly selected the months of September 2004, April 2005 and June 2005 for testing in this procedure.	Qwest provides the following supplemental information regarding E&Y discussion of exchange access service and facilities billing compared to tariff or catalog rates.
a. Obtained a listing of all exchange access services and facilities,	
rendered by the Qwest BOC to the Section 272 Affiliates for	As indicated in the Draft Report, E&Y compared the 3,121 items
months listed above on January 28, 2006 and similar supplemental	in the rate tables to the rates in the applicable tariffs and noted
listing on February 20, 2006. From these two listings, determined	that four items listed at \$80 in the rate tables were listed at \$92
the 11 exchange access services and facilities with the highest	in the tariffs. The rate in the rate table has been changed to \$92
volume billed to unaffiliated third parties during the selected months	to match the tariff rate. Upon investigation QC determined that at the date the rate table was changed there were no customers
Management represented that these 11 services are billed to both	·
the Section 272 Affiliates and non-affiliated IXCs from CRIS and	being bined for this service.
IABS (Integrated Access Billing System) billing systems.	With regard to F6N, QC has notified QCC that its term pricing
Management further represented that for the services billed from	contract had previously expired and QCC has now been moved
the CRIS system, these same services are billed to both the Section	to the tariffed month-to-month rate for the associated service.
272 Affiliates and non-affiliated entities from CRIS. Management	QCC was back billed for service previously provided consistent
also represented that for the services billed from the IABS system,	with QC's back-billing policy as it would be applied to non-
these same services are billed to both the Section 272 Affiliates	affiliated customers. Other F6N rate differences relate to
and non-affiliated entities from IABS. Management further	• -
represented that if a customer orders exchange access services	commitments or the pricing in effect at the time of purchase.

⁴ All services listed in Table 7 were sold to the Section 272 Affiliates under tariff during the Audit Test Period except for USOC F6N. USOC F6N was sold to the Section 272 Affiliates under tariff except for one instance in which it was sold under contract in Utah (Contract # U27955).

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from the Qwest BOC's wholesale department, then that service is provisioned through the Exchange Access Control Tracking (EXACT) system and billed from IABS. If a customer orders from the retail department, then the service is billed from CRIS.	
1. Inquired and documented the procedures used by the Qwest BOC for ensuring that the applicable tariff or agreement is billed to both the Section 272 Affiliates and non-affiliated IXCs. For each of the services listed in Table 7 above, obtained the billing system rate tables, including applicable discounts, surcharges, late fees, etc. used to bill the selected service. Also obtained the current tariffs and one contract ⁴ for these services. Compared the 3,121 items in the rate tables to the rates in the applicable tariffs and noted that four items listed as \$80 in the rate tables were listed as \$92 in the tariffs.	
Noted that for all the services listed in Table 7 provided to the Section 272 Affiliates under tariff, the tariff rates included in the rate tables were the same for both the Section 272 Affiliates and non-affiliated IXCs.	
For the one contract rate (F6N in Utah), compared the rate charged to the Section 272 Affiliates to 1,646 rates charged to nonaffiliated IXCs. Noted that QCC was billed at a contract rate that expired in 2001. Management represented that the service continued to be provided at the old contract rate in error.	
Management also represented that QCC should have been notified that the term agreement had expired and	

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that either a new agreement needed to be negotiated or the monthly charge would increase from the term agreement charge to the month-to-month rate. Noted that 57 of the 1,646 nonaffiliated F6N contract rates in Utah were higher than the F6N rate charged to QCC.	

EXCHANGE AND NETWORK SERVICES CATALOG

State of Minnesota Effective: 11-30-2005 SECTION 105 Page 1 Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 Public Communications Service - Coin And Coinless

(M)

105.5.1 Public Telephone Service

A. Description

A public telephone provides pay telephone service to the public and is installed at the Company's initiative or option. The Company chooses or accepts the location as suitable or necessary for furnishing service to the general public.

B. Terms and Conditions

- Public Service must be so located as to be accessible to those for whose use they are intended.
- 2. Public Service is furnished at the Company's initiative or at its option at a location accessible to the public, where warranted by public necessity or by the revenue to be received, and where the occupant of the premises agrees to permit the installation of public service in accordance with terms agreed upon between the occupant and the Company.
- The telephone instrument will be removed or relocated when, in the opinion of the Company, the telephone instrument or its contents may be subjected to theft or damage.

C. Rates and Charges

1. Message Charges

		CHARGE
•	Local Messages, each[1]	\$ 0.50
	Inmate Local Messages, each[1]	0.70
٠	Directory Assistance, Direct Dial	0.75
	Requests placed through the operator when	
	normal Directory Assistance is available[2]	0.95

- [1] For alternately billed local calls, the operator-assisted charges specified in 6.2.1 of the Exchange and Network Services Tariff apply in addition to the local message or local measured charges.
- [2] Applies in addition to the Directory Assistance charge.

(M)

(M) Material moved from Section 5.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.
Docket No. P421/AM-00-1086

Qwest Corporation Services Catalog No. 3 Oregon

EXCHANGE AND NETWORK SERVICES

Effective: January 16, 2006 Replaces U S WEST Original Sheet 1 SECTION 105 Original Sheet 1

CHARGE

105. OBSOLETE EXCHANGE SERVICES

105.5 Public Communications Service - Coin And Coinless

105.5.1 Public Telephone Service

A. Description

Public Telephone Service provides pay telephone service in public areas selected by the Company for general and transient use. These locations may be attended or unattended.

B. Terms and Conditions

- 1. A Directory listing may be provided, at the request of the customer.
- 2. Local message charges apply to calls placed within the calling area, including the extended calling area, (if appropriate) of the exchange in which the public station is located.
- 3. When requested by the location owner or leasee, the Company may limit the duration of each local message. Calls to 9-1-1 and "0" operators will not be limited.

4. Enclosures

- a. An enclosure suitable to the location may be provided by the Company.
- b. If the owner or leasee of the location offers to furnish and maintain a more suitable enclosure, the Company has the option of accepting the offer.
- 5. Telephone numbers of public telephones will not regularly be listed in the telephone directory. A listing may be provided at the request of the customer.

C. Message Charges

	CHARGE
• Local Messages, each[1]	\$0.50
• Inmate Local Messages, each[1]	0.79
Directory Assistance, direct dial	0.75

[1] For alternately billed local calls, the operator-assisted charges specified in 6.2.1 of the Exchange and Network Services Tariff apply in addition to the local message charge.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

EXCHANGE AND NETWORK SERVICES TARIFF NO. 1

SECTION 5
Page 81
Release 1

State of Minnesota Issued: 2-24-06

Effective: 1-1-06

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (CONT'D)

5.2.4 FLAT RATE SERVICE

A. Description

Flat Rate Service is an exchange service for which a specified rate is charged, regardless of the amount of usage.

B. Rates and Charges

1. Nonrecurring charges apply for connecting or moving telephone service. Equipment charges apply separately unless specified according to components of work required.

		MONTHLY RATE[1]		
	USOC	Non- recurring Charge	OUTSTATE	Minneapolis/ St. Paul Metropolitan
• Residence - Per line	1FR,AFH	\$18.35	\$13.96	\$14.76
BusinessPer line	1FB,7FB	47.90	34.61	43.29

^[1] In addition to these rates, EAS charges apply as described in 5.1.1, preceding, where applicable.

Qwest Corporation

EXCHANGE AND NETWORK SERVICES
TARIFF NO. 1

SECTION 5
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State of Minnesota Issued: 2-24-06

Release 1 Effective: 1-1-06

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 EXTENDED AREA SERVICE

B. Rate Schedules - Extended Area Service (EAS) (Cont'd)

	MONTHLY RATE[1]			
Тогте	1FR	1FB	TRK	PAL
EAS To: Grand Marais	\$1.22 \$1.22	<u>\$2.96</u> \$2.96	\$4.73 \$4.73	\$2.96 \$2.96
Total	\$1.22	\$2.96	\$4.73	\$2.96
TRACY	1FR	1FB	TRK	PAL
EAS To:				
Currie[2]	\$0.29	\$0.74	\$1.18	\$0.74
Garvin[2]	0.09	0.23	0.38	0.23
Walnut Grove[2]	0.23	0.58	0.93	$\frac{0.58}{$1.55}$
Total	\$0.61	\$1.55	\$2.49	\$1.55
Virginia[3]	1FR	1FB	TRK	PAL
EAS To:				
Aurora[2]	\$0.42	\$1.05	\$1.21	\$1.05
Biwabik	0.09	0.23	0.36	0.23
Buhl	0.10	0.26	0.31	0.26
Cook	0.14	0.35	0.39	0.35
Embarrass[2]	0.09	0.22	0.30	0.22
Hoyt Lakes[2]	0.26	0.66	0.69	0.66
Palo[2]	0.07	0.14	0.23	0.14
Tower[2] Total	$\frac{0.20}{\$1.37}$	0.53 \$3.44	0.60 \$4.09	$\frac{0.53}{\$3.44}$

^[1] These rates apply in addition to the monthly rates specified for Main Line Service.

^[2] Exchanges not owned by Qwest Corporation.

^[3] Includes Eveleth and Mountain Iron wire centers.

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State of North Dakota Effective: 8-1-2005

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5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 EXCHANGE RATE GROUPS

C. Basic Local Exchange Rates with EAS Increments (Cont'd)

MANDAN, NORTH DAKOTA[1]

Monthly rates applying to local exchange service in the Mandan exchange are as follows:

Flat Service	Monthly Rate
 Business 1-Party Trunk PAL - Basic PAL - Smart Combination Residence/Business Residence 1-Party 	\$29.01 36.47 12.40 13.01 18.11
Measured Service	
ResidenceCombination Residence/Business	13.00 13.00

The flat rates listed above include flat-rate calling privileges to the following exchanges. Also listed below are the EAS chart coordinates for additional exchanges within the flat-rate calling area.

EXCHANGE	CHART COORDINATE	Exchange	CHART COORDINATE
New Salem	A-6	St. Anthony	B-3

[1] This exchange includes, in addition to the City of Mandan and vicinity, the City of Bismarck and vicinity.

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State of North Dakota Effective: 8-1-2005

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5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 EXCHANGE RATE GROUPS

C. Basic Local Exchange Rates with EAS Increments (Cont'd)

KINDRED, NORTH DAKOTA[1]

Monthly rates applying to local exchange service in the Kindred exchange are as follows:

	Monthly Rate
• Flat Service	
 Business 1-Party Trunk PAL - Basic PAL - Smart Combination Residence/Business Residence 1-Party 	\$38.45 50.00 19.25 19.87 23.68
Measured Service	
ResidenceCombination Residence/Business	13.00 13.00

The flat rates listed above include flat-rate calling privileges to the following exchanges. Also listed below are the EAS chart coordinates for additional exchanges within the flat-rate calling area.

EXCHANGE	CHART COORDINATE	EXCHANGE	CHART COORDINATE
Casselton	C-4	Leonard	C-3
Fargo-Moorhead	J-4	Walcott	C-2

[1] This exchange includes, in addition to the area comprising the City of Kindred and vicinity, the City of Davenport and vicinity.

Qwest Corporation Exchange and Network Services Catalog No. 1

State of South Dakota Issued: 12-31-2003

SECTION 5 Page 37 Release 1 Effective: 1-1-2004

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.4 FLAT RATE SERVICE

B.2. (Cont'd)

	Monthly Rate Per Rate Group[1]	
One-party line	В	D
- BŘA - OBRA	\$23.60 26.60	\$26.00 29.00
Incoming lineBRAOBRA	21.25 23.95	23.40 26.10
Two-party line[2]BRAOBRA	21.55 23.80	23.55 25.80

- [1] See Rates and Charges specified in 5.4.2 for applicable Touch-Tone charges.
- [2] Service is obsolete. Offering limited to existing installations, subject to continuity of service for the same customer on the same premises.

■ ERNST & YOUNG